

Division of Workforce Development

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Director

M E M O R A N D U M

FROM: Rod Nunn, Director

TO: Local Workforce Board Directors
Local Workforce Board Chairs
Local Workforce Board Program Operators (to be disseminated by LWIBs)
DWD Regional Coordinators and Managers
Missouri One-Stop Partner Program Agency Heads

DATE: July 7, 2006

SUBJECT: Draft criteria for Missouri Career Center Chartering Initiative

The Division of Workforce Development (DWD), in conjunction with the Missouri Training and Employment Council (MTEC), is pleased to release the draft criteria for the Missouri Career Center Chartering Initiative for public comment. The issuance of the charter is the Local Workforce Investment Board's statement to the community that customers can rely on that center to offer quality services to Missouri businesses and job seekers. The initiative strives to implement a minimum set of quality benchmarks in an effort to push our system toward excellence.

Continuous quality improvement is an issue that all organizations, public and private, must address in order to stay current in today's ever-changing environment. A method of self-evaluation that has been proven extremely effective in the private sector is the Malcolm Baldrige Guidelines. Baldrige utilizes the principles of leadership, information and analysis, strategic planning, human resource utilization, process management, customer satisfaction, and results to evaluate and effect positive and progressive organizational change.

DWD has taken the private-sector approach in developing the chartering criteria by molding them around the seven Baldrige principles. The criteria not only set the minimum requirements to attain a Missouri Career Center Charter but also supply recommendations for improvement to achieve higher levels of chartering. These recommendations allow for Missouri Career Centers to indefinitely improve upon the quality of their services.

Although chartering the Career Centers will place a statewide minimum on the one-stop centers, it is important to understand the chartering criteria still allow for provisions of local control and flexibility. Likewise, it is important for local input to be considered in the development of the final chartering criteria. MTEC will vote upon the proposed criteria at their October quarterly meeting. Also, the MTEC WIB Chairs Committee will consider this matter at an August 18th meeting (logistics will be announced later). If you would like to make any comments or suggestions or have any questions regarding the draft criteria, please contact Jason Gatz, LWIB Relations Coordinator (jason.gatz@ded.mo.gov) by August 7, 2006.